# MAKIN WELLNESS

*No-Show, Late, & Cancellation Policy*

We understand that there are times when you must miss an appointment due to emergencies, illnesses, inclement weather, or obligations for work and family. However, when a session is cancelled without adequate notice, we are unable to fill this time slot to a current client, a client on the wait list, or a client with a clinical emergency. Notification allows the practice to better utilize appointments for other clients in need of prompt services. Please understand that therapy should be viewed just as important as any other medical appointment would. While it is a time commitment, this is for your personal betterment and consistency is key to achieving this.

## Description.

Any client who fails to arrive for a scheduled appointment is considered a "No-Show." Any client who cancels an appointment less than 24 hours before their scheduled appointment is considered a "Same Day Cancellation." Any client who arrives 15 minutes after the expected arrival time for their scheduled appointment is considered a "Late Arrival."

## Policy.

It is the *policy of the practice* to monitor and manage appointment no-shows and late cancellations. If it is necessary to cancel an appointment, clients are required to call us at 412-532-1249 or notify their therapist directly at least 24 hours before their scheduled appointment time.

## Procedure.

I. A client is notified of the appointment "No-Show, Late, & Cancellation Policy" at the time of intake/scheduling. This policy is also provided in writing if requested.

II. **Established & New Clients:**

a. Appointments must be cancelled at least 24 hours prior to the scheduled appointment time. **A fee of $49.99 will be charged to clients who fail to arrive for a scheduled appointment or cancels an appointment without giving 24 hours advanced notice; this fee will not be covered by your insurance company.**

b. If a client arrives late as defined by "late arrival" to their appointment, the therapist will have full discretion as to whether they will meet for the remainder of time or reschedule the client for another appointment, at the therapist's earliest convenience/availability.

c. If a client "no-shows" two consecutive times, without first reaching out to the therapist, attempting to reschedule, or otherwise indicating clear commitment to treatment, this may result in termination of the therapeutic relationship.

If you have any questions and/or concerns regarding the policy stated above, please contact scheduling at 412-532-1249 or speak with your therapist for more information.